

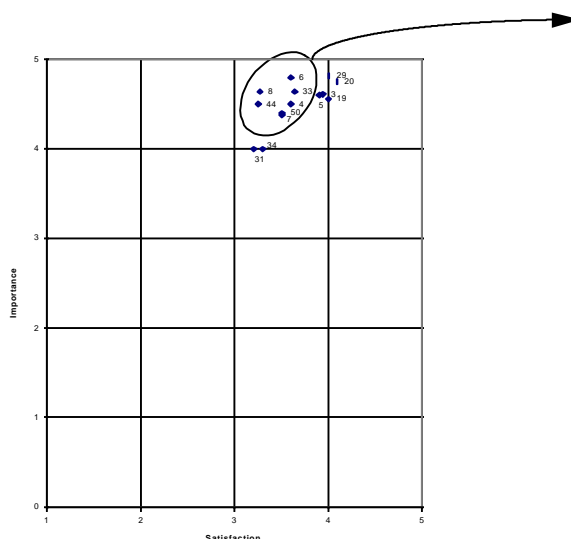


## BUS-1 Products Satisfy DOE-AL Needs

In order to have a balanced business planning process, BUS obtains feedback regarding its products and processes from four sources: Internal Customers, Stakeholders, Employees and Suppliers. For example, the Quality Support Office recently conducted Voice of the Customer/Stakeholder Training with DOE-AL Budget and Finance customers (BRMD, AFSC, STTD, MRD, etc). Immediately following the training, BUS personnel interviewed their DOE counterparts regarding BUS-1 products/services, and the regarding the effectiveness of BUS-1's delivery of these products/services. DOE-AL stakeholders were then asked to rank each product/service in terms of importance and satisfaction. The resultant rankings are seen in the Opportunity Map below. Overall, the DOE-AL stakeholders appear satisfied with BUS-1's services. The stakeholders are extremely happy with the products/services identified with a bullet. Relatively speaking, the stakeholders would like to see some improvement in the products/services identified with an arrow. This approach to stakeholder VOC allows BUS-1 management to prioritize their improvement efforts, focusing on the least satisfying products/services first.

### Survey Results

#### DOE-AL Perceptions



#### *Accounting Group Products for DOE-AL*

- 3. Compliance with DOE Orders
- 4. Billing Data (via MARS)
- 5. Collection Data
- 6. Cost Data (via MARS)
- 7. Responses to action items regarding real and personal property
- 8. Reconciliation of allocations, costs, closings, and commitments for capital equipment & construction projects
- 19. Appendix F performance measure reporting / reviews
- 20. Ad Hoc Inquiries and Reports
- 29. FIS Report
- 31. Year-end reports for property
- 33. Final cost reports
- 34. 1419 cost overrun reports
- 44. CWIP balances
- 50. Organizational rate changes